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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I choose a local, competitive provider for our internet services because I get good local customer service, and they explain and present the options for service in language I can understand and compare (competitive pricing). I use them for my home services and my small business at our commercial warehouse. Without broadband services at a competitive price we would be out of business and our 9 employees would be out of a job they have worked for over 10 years. We have used A** in the past and we have been straight-up lied to about the "only services available to us"; they have changed our service package without our knowledge or approval telling us "your former service package is no longer available" and they have even changed the A** business group servicing us telling us "we have upgraded our services and your former DSL service group customers have been transferred to our new _____ service group"; only to have another sales department at A** offer us the same former services.

I like, and we need, our local provider for honest service at a fair price with responsive customer service and follow through, not boiler room sales tactics. Without competition in this marketplace the many offerings that big internet providers like C****st and A** provide are for the express profit of the provider with little corporate concern for the consumer. These large providers are constantly changing packages and availability to the public to maximize profits with a few one-size-fits-all offerings, and not to provide the individualized solutions small business really need, to work and buy smart.

I am against reversing the 1996 Telecom act. Thank you for reading.

Steven R Wyatt